



Electronic Payment Process

User Guide

Department of
Code Enforcement

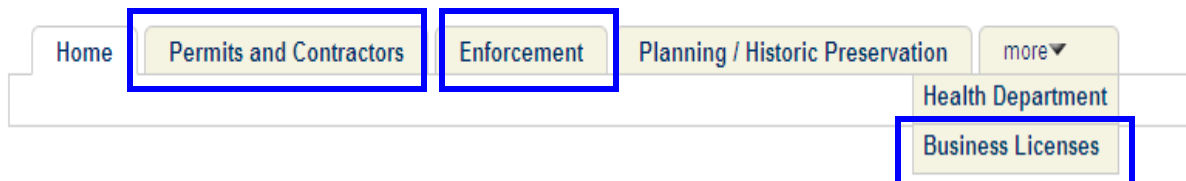
User Guide
April 2012



ELECTRONIC PAYMENT PROCESS

Online Payment

1. Navigate to the Citizens Access Portal.
<http://www.indy.gov/eGov/City/DCE/Pages/Citizen%20Access%20Portal.aspx>
2. If you are paying fees related to a permit or contractor license, click on the **Permits and Contractors** tab. If you are paying fees related to business licensing hover over the more tab then click the **Business Licensing** tab. If you are paying fees related to a Violation or High Weeds and Grass Case, click on the **Enforcement** tab.



Welcome to the City of Indianapolis/Marion County Permit,
Land Use Petition & Enforcement Case Citizen Portal



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3. Enter your permit, license, or violation number in the **Case Number** field. Do not fill in any other criteria. Click the **Search** Button.

IndyGov > Local Government > City > Code Enforcement > Citizen Access Portal

Search Compliance Cases

Welcome to the Permit and Case Research page. You will be able to search the City's database for current information on permit-related cases. Please click [here](#) for additional information.

On this page, information will be displayed for the following:

- Permits, including: Drainage, Driveway, Electrical, Flood, Heating & Cooling, Improvement Location, Master, Plumbing, Right of Way, Sewer Connection, Sewer Construction, Sign, Street Construction, Structural, and Wrecking
- Cases, including: Notification, State Variance, Research, and Self Certification Tags

Permits and Cases can be searched by General Search or Site Address.
Use the dropdown menu to change the Search type.

General Search

General Search

Case Number: Case Type:

Project Name:

Start Date: End Date:

License Type: License Number:

First: Last: Name of Business:

Business License #:

Street No.: Direction: Street Name: Street Type:

Unit Type: Unit No.: Parcel No.:

Department of Code Enforcement

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | www.indy.gov/dce
 Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401
 Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696



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4. Your permit record will display at the bottom of the page.
5. Click the action that says **Pay Fees Due**. Partial payments are not possible; **all fees due must be paid when paying online**.

1 Record results matching your search results

Click any of the results below to view more details.

Showing 1-1 of 1

<u>Date</u>	<u>Case Number</u>	<u>Case Type</u>	<u>Status</u>	<u>Action</u>
03/07/2012	<u>SGN12-00005</u>	Sign Permit-Advertising	Review	<u>Pay Fees Due</u>



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6. You will be directed to a screen that shows your fees due.
7. Click **Continue Application**. The City of Indianapolis does not keep any part of the processing fees.

Fees

Total fees due at this time.

A portal administration fee of \$2 will be charged for all online payments (eCheck, Credit and Debit Card). An additional two percent (2%) of fees due will be charged if paying by Credit/Debit Card.

Fees	Qty.	Amount
Application Fee	1	\$32.00
TOTAL FEES		
Note: Additional fees may be assessed later.		
		\$32.00

[Continue Application »](#)

8. Click **Submit Payment** (you will get the chance to select payment type (such as debit card) on the next screen).

Pay Fees

The available payment methods are:

- Credit/Debit Card
- eCheck

Click on the **Submit Payment** button to enter your payment type and other payment information.

* indicates a required field.

Payment Method

Amount to be charged: \$1.00

☒ Pay with Credit Card

Submit Payment »

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9. Select your payment method from the drop-down menu. Credit/Debit cards and eCheck are both available.
10. Click Continue

Payment Process

Select Payment Method and Continue to proceed with payment. You will receive a receipt via the email address entered at the end of your successful payment transaction.

Transaction Summary

Description	Amount
City of Indianapolis Dept. of Code Enforcement Payment	\$32.00
TOTAL	\$32.00

Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
1		\$32.00	1	\$32.00

Payment Method

Pay by *

Select One
Select One
Credit Card
Electronic Check

CONTINUE

CANCEL PAYMENT

Complete all required fields [*]



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11. Fill in your billing information, including an email address. **The email address listed is where your payment receipt will be sent.**

Credit Card Payment Screen

Credit Card Information

Complete all required fields [*]

Credit Card Type * Visa

Credit Card Number * 5555555555555555

Expiration Date * September 2028

Name on Credit Card * John Doe

Verification Code * 555

printed on back of most credit cards

printed on front of American Express

Electronic Check Information

Complete all required fields [*]

Account Type * Checking

Routing Number * 123456789

Account Number * 1234567

Re-enter Account Number * 1234567

Bank Name * Your Bank

Name on Account * John Doe

Driver License Number * 123456789

Driver License State * Idaho

Default Payment Date 12/15/2011

☐ Select if this payment is being funded specifically by a FOREIGN source (bank or company), an International ACH Transaction ("IAT").
As defined by NACHA, IAT means a credit or debit entry that is part of a payment transaction involving a financial agency's office that is not located in the territorial jurisdiction of the United States. For purposes of this definition a financial agency means an entity that is authorized by applicable law to accept deposits or is in the business of issuing money orders or transferring funds. An office of a financial agency is involved in the payment transaction if it:

1. Issues an account that is credited or debited as part of the payment transaction;
2. Receives payment directly from a Person or makes payment directly to a Person as part of the payment transaction; or
3. Serves as an intermediary in the settlement of any part of the payment transaction.

eCheck Payment Screen

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12. After you've entered your payment and billing information a payment verification screen may appear.

Payment Verification

Review payment information. You may edit Billing and Payment Method here if needed. When complete, select Make Payment. You will receive a printable receipt at the end of your successful payment transaction. Permitting Fee

Transaction Summary

Description	Amount
City of Indianapolis Dept. of Code Enforcement Payment	\$1.00
Portal Administration Fee	\$0.02
TOTAL	\$1.02

Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
1		\$1.00	1	\$1.00

Customer Billing Information

Customer Name John Doe
Company Name
Billing Address 555 Main Street
Billing Address 2
Billing City Anywhere
State IN
ZIP/Postal Code 46250
Country US


Payment Method

ZIP/Postal Code 46250
Country US
Phone Number 555-555-5555
Fax Number
Email Address youremail@indy.com
Receipt Email Addresses

Payment Method

Credit Card Type VISA
Credit Card Number *****0019
Expiration Date 09 2016
Name on Credit Card John Doe
Verification Code 366

Verification



Enter the characters from the above image:

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13. If verification is required, enter the letters and numbers **EXACTLY** as they appear. If you cannot read what is listed, click the refresh button and another verification code will appear.



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14. Once payment is approved, you will be redirected back to the City's website. Here you may print a receipt that has details of the fees you paid. To pay more cases, select **Search Cases** at the top of the screen.

home | Permits and Contractors | Enforcement | Planning / Historic Preservation

[Search Cases](#)

Permits Issuance

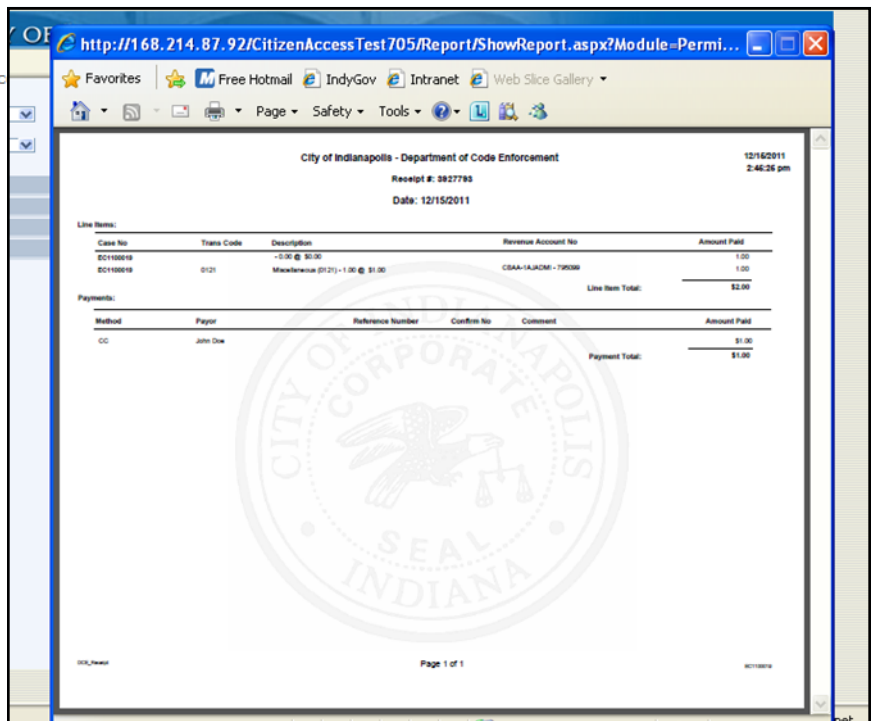
☒ Your payment has been successfully received and an email sent to the address provided during payment processing.

Please print your receipt by clicking the **Print/View Receipt** button (below) and retain a copy for your records.

Thank you for using DCE's online services.
Your Case Number is ROW12-00014.

You will need the **Case Number** displayed above for future cases with the Dept. of Code Enforcement.

[Print/View Receipt](#) [Print/View Summary](#)



City of Indianapolis - Department of Code Enforcement

Receipt #: 2827795
Date: 12/15/2011

Case No.	Trans Code	Description	Revenue Account No.	Amount Paid
ROW12-00014	0121	Miscellaneous (0121) - 1.00 @ \$1.00	CSAA-1AADM - 19059	1.00
Line Item Total:				\$1.00

Payments:

Method	Payer	Reference Number	Confirm No.	Comment	Amount Paid
CC	John Doe				\$1.00
Payment Total:					\$1.00

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